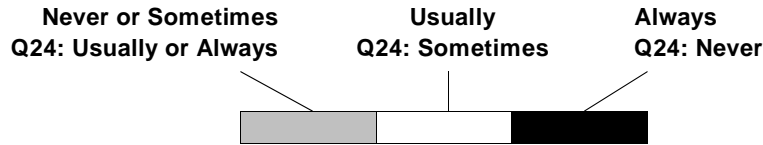


Getting Care Without Long Waits

This chart summarizes the responses to survey questions 13, 15, 18, and 24 contained in the composite, "Getting Care Without Long Waits." Individual question-level responses immediately follow.



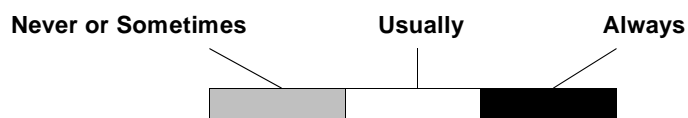
WA State FFS Child Responses (n=864)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Care Without Long Waits

Q13. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



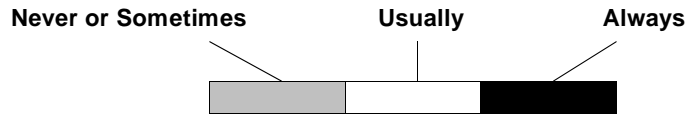
WA State FFS Child Responses (n=602)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Care Without Long Waits

Q15. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



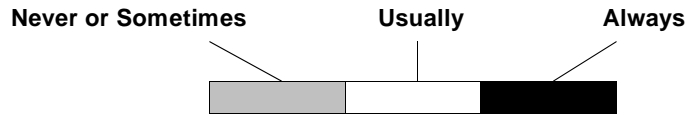
WA State FFS Child Responses (n=669)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Care Without Long Waits

Q18. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



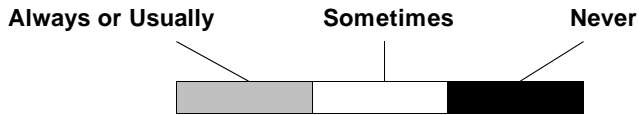
WA State FFS Child Responses (n=395)



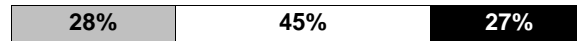
NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.

Getting Care Without Long Waits

Q24. "In the last 6 months, how often did your child wait in the doctor's office or clinic, more than 15 minutes past the appointment time, to see the person your child went to see?"



WA State FFS Child Responses (n=782)



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Please see the detailed methodology appendix for additional information.